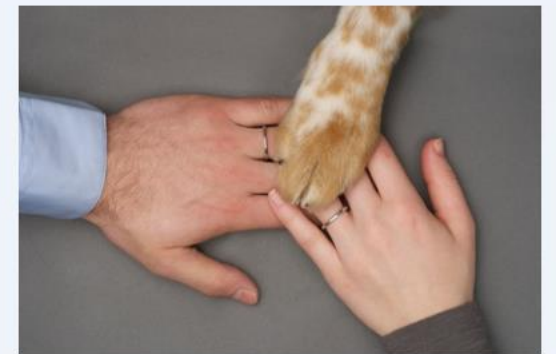


STOP, DROP and ROLL



Being Mindful in Conflict Conversations



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Thank you,
Idaho Bar Association/Animal Law
for providing me this opportunity to
address members about their and their clients
mental health when in conflict over animals
and provide skills to navigate these difficult conversations.

Special thanks to-

Jane Mc Elligott
for facilitating my presentation.



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Learning Outcomes- Helping yourself and your client

- Ability to peacefully & proactively address disagreements and misunderstandings over animals
- Choose to keep a relationship or let it go peacefully.
- Appreciate how you and others think.
- Enhance your listening skills.
- Find strength in allowing discussions.
- Recognizing you are able to navigate difficult conversations over animals.



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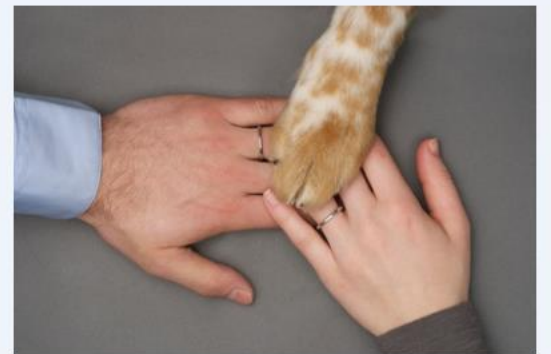
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Pre-Program Knowledge Questionnaire

Please take 1 minutes to answer these 4 questions.

- How do you respond to conflict?
- How does it make you feel when involved in a disagreement?
- How might experiential training in mindfulness positively impact your business?
- What do you hope to get out of this program?



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Lets look at where conflicts arise in your life?

Interactions with:



Clients

Colleagues

Family



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Conflicts can stem from:

How clients, colleagues and family perceive themselves and their animals.

How you perceive clients, colleagues and family and their animals.

What are your perspectives/perceptions?

Understanding they are
based on prior experiences.



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How do such conflicts affect your everyday life?



Sleepless nights

Worry

Helplessness

Irritability

Fear

Hopelessness



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What happens when conflict is left unaddressed?



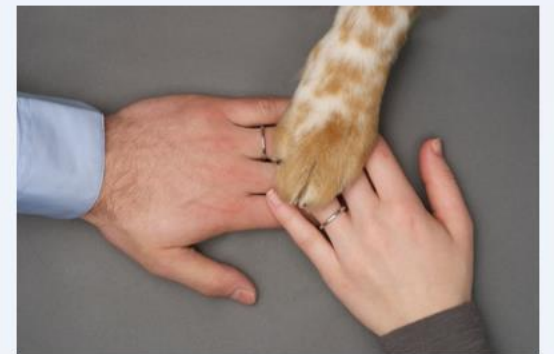
It take over our lives.

It creates its own reality.

It dictates the manner by which we experience & deal with it.

Its insidious.

We become unrecognizable,
to ourselves or others.



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Why should you address a problem involving animals when it arises?



Because it makes all the difference in outcome.



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WHAT!!

Address a problem as it arises?



ARE YOU KIDDING?



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NO! I am not.
Let me let you in on a little secret...



Animal conflicts start and end with
a communication breakdown.



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Stages of Conflict

Simmer

Condescension

Disrespect

Rage

Cannot breathe

Story telling

Communication breakdown

Unwilling/incapable of taking a step back.

Animosity

Misunderstanding Remorse

Ingela Ratledge, *Wait for it*, Real Simple, Family, The Guide, pg. 111-117 (May 2014)



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When your clients are angry or upset over an animal,



they feel as if they are drowning.



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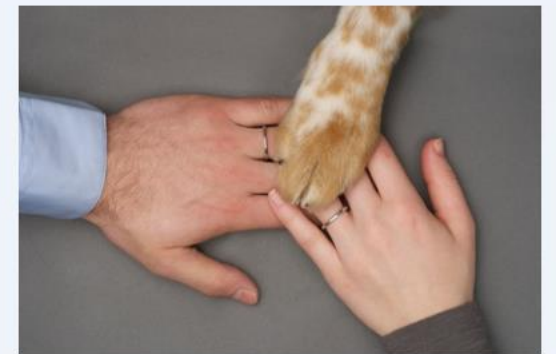
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Or maybe they feel as if they are



simply treading water.



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Choosing to allow a conflict to fester



can create a fire
from a smoldering ember.



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What can you do



to shift this paradigm?



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First:

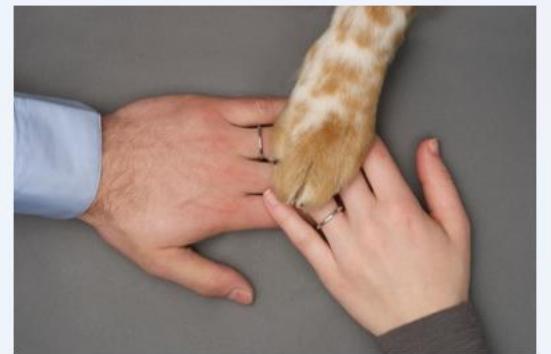
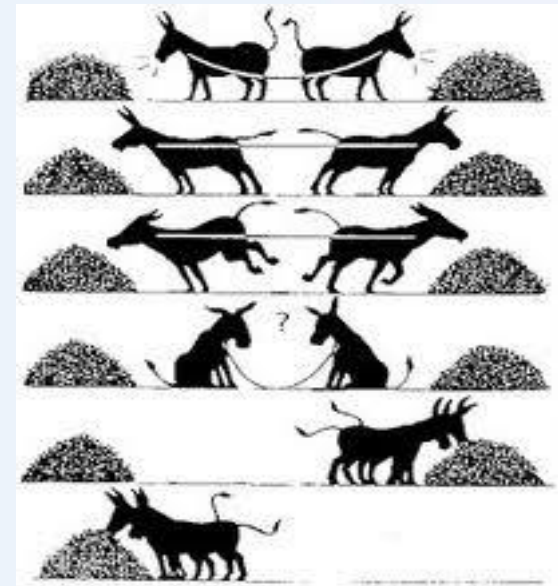
Recognize the triggers

Know what they are.

Understand what they do to your client.

Recognize others have triggers too.

Empathy for self and other.



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Encourage your client to:

Engage
Recognize
Empower

themselves and others



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Engage

- Listen, Discuss, Appreciate.
- Develop *personal* awareness.
- Understand choices. (Yours and theirs)
- Less negativity about conflict.



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Recognize

The need to suggest:

- Implementation of protocols to appreciate both clients.
- Reward for ingenuity and input.
- Limit disciplinary protocols.



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Empower - 1

- Be organized and decisive; not knee-jerk.
- Maintain a sense of strength; in your client, yourself and your skills.
- Feel able to handle any problem.
(worthiness)
- Develop better personal and interpersonal skills.
- Take every opportunity to grow.



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Empower - 2

- See failure/disagreements as a pathway to growth.
- Acknowledge differing points of view.
- Always listen first; attempt to do your best.
- Choose to get it right; not be right.
- Blind-spot indicator

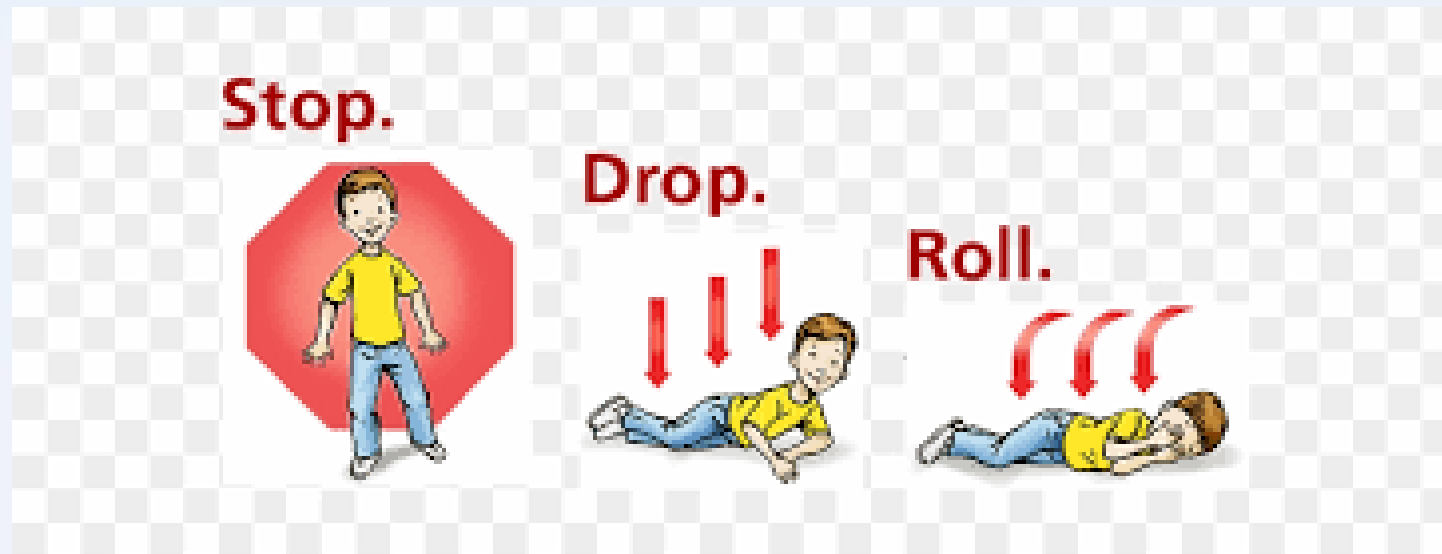


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This is why I created this program.



Stop, Drop and Roll



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Putting into practice methods that



douse the fire of conflict

Thanks to Jen Theodore for the photo.



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Three Easy Communication Strategies to Nip Conflict in the Bud.

They are:

- Easy to remember.
- Helps you and others to create a new mindset.
- Believe you *can* work it out.



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Your



Button



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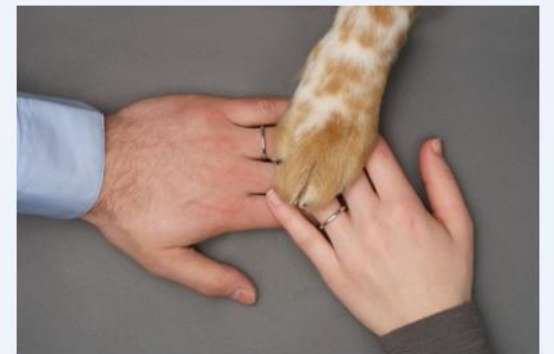
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FIRST:



Stop talking and listen.



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What does listening first do?

Shifts momentum. [SF/Car]

Helps you and your client focus on hearing & understanding, not replying.

Stops everyone from reaching for solutions too early.

Enables finding common ground to explore.

Allows you to breathe and count.



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It also
Maintains/Retains dignity.

Ten Essential Elements of Dignity



Acceptance of Identity

Inclusion

Safety

Acknowledgement

Recognition

Fairness

Benefit of the Doubt

Understanding

Independence

Accountability



Dignity; Its Essential Role in Resolving Conflict - Donna Hicks. <https://www.amazon.com/Dignity-Essential-Role-Resolving-Conflict/dp/0300188056>

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Are you a good listener?

Lets see.

Think about the last time you were listening to someone, saying something, you didn't want to hear?

Does your ability to listen diminish when you are agitated?

Do you go down the rabbit hole?

Do you react to what you observe, not what you hear?

(past experiences)

Do you circle wagons and ignore? (It will go away)



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Are you solution oriented, obstinate or relentless?

Do you solve or defend?

Do you try to hear them?

Do you think,

- there always more than one solution?

Are you open to listening,

- regardless of absurdity?

Can you keep ears open / mouth shut ?



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Second: **DROP**

Drop the need to be right.

Most difficult action for perfectionists.

Having a strong need to be right cannot shift momentum.

If you need to be right

– less likely solution oriented.

Be F R E E



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FREE

F – **Focus** on what is working *not* what is broken.

- It will bring more of what is working to everyone's consciousness

R – **Respect** another opinion.

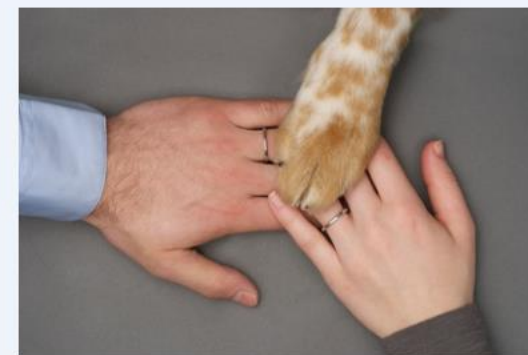
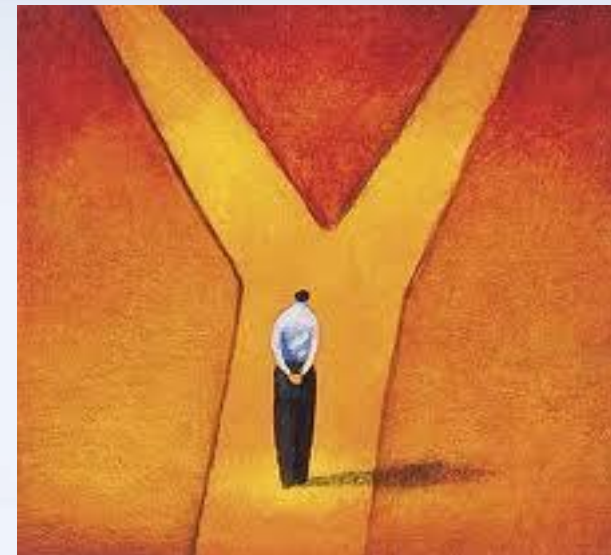
- Engage client in solution.
- Value the positive spin.

E – **Embrace** a peaceful vision / solution.

- Everyone's vision is acknowledged with a positive comment.
- Create positive data collection.
- Highlight when a vision solution works.

E – **Elevate** your observation:

- Of client, colleague and adversary.
- Glass half full.
- Acknowledge what is working.



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Why is DROP so difficult?

As professionals, we think/believe:

We should have all the answers.

Do not want to lose control of the situation.

Liability is real and lawsuits are scary.

Client's are the bullies.



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Third ROLL

Let criticism roll off your back. (sticks/stones)

Enable venting.

Choose how you will respond.

Acknowledge without engaging.

Appreciate vs. Agreement.

Build a bridge.

Maintain equilibrium.

Apology.



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How to handle criticism.

Listen; do not engage.

Use it as a learning tool.

What are they really saying?

Do not take it on.



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Enable venting. Safety/Safely

Allow for everyone to vent.

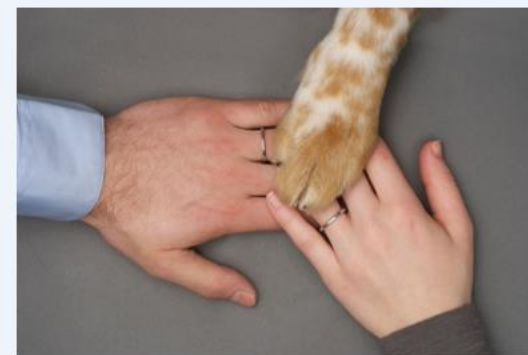
Do not rise to shame/blame/guilt bait.

Understand, right now, they cannot hear you.

Respect their opinion *as theirs*.

No evaluation of you or them.

Only enabling them to feel heard.



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Review:

How will you respond?

Neutral

Listen without judgement.
Recognize another point of view.
Open to exchange.
Enable conversation – alone or with 3rd party.
Listen first.
Do not find fault. – its unhelpful and fuels fault.
Try to keep your equilibrium.
Be present not disrespectful / leave sarcasm at the door.
Speak in terms of true appreciation.

vs.

Passionate

Animals bring out the passion in people (for better or worse).
Speaking for a pet who cannot speak is often the position
Animosity.
Hurtful language



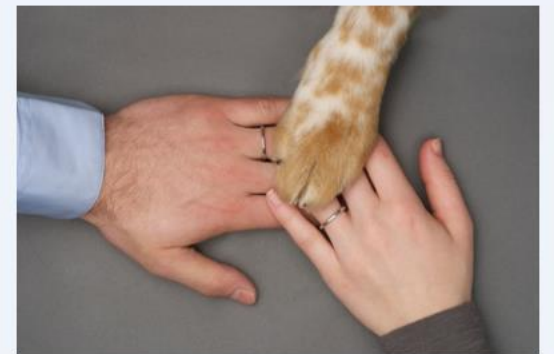
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Choose self empowerment:

- Advocating for *everyone's* best interest.
- Pre-empt problems by asking curious questions often and early.
- Remember, their opinion/observation does not define you.

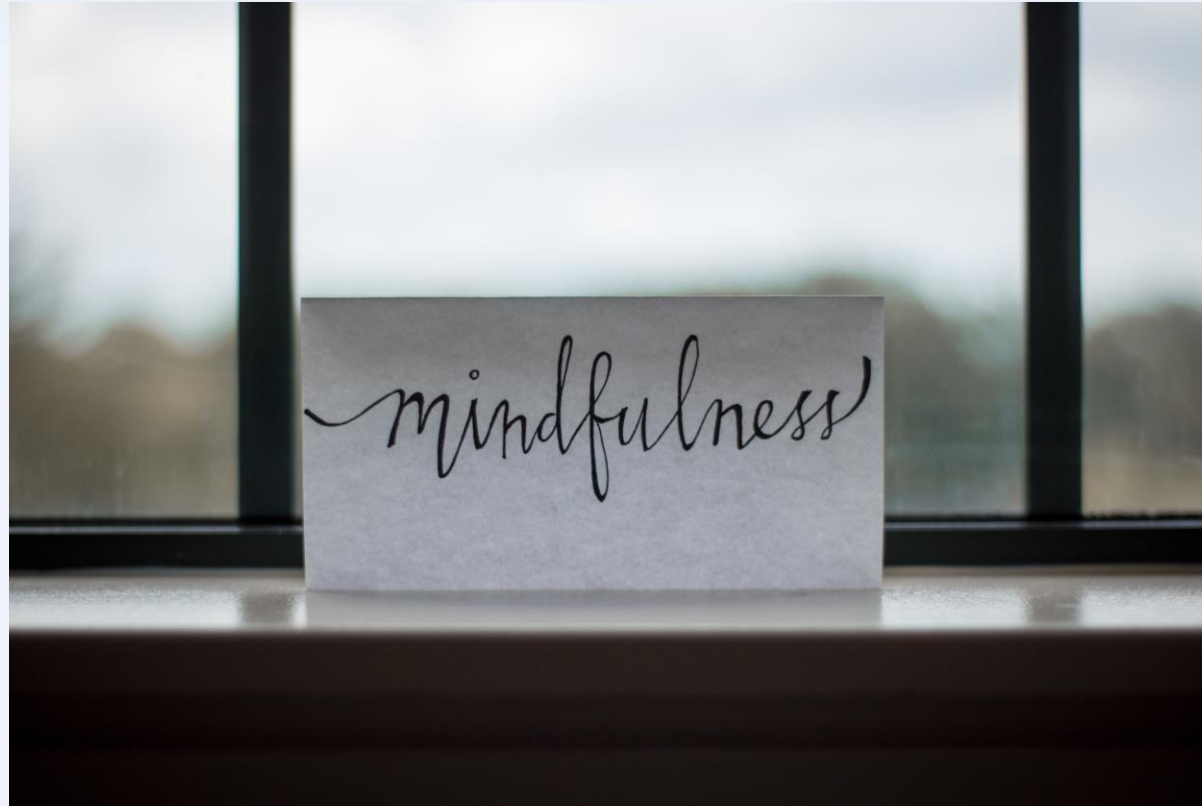


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Greatest of all skills in difficult discussions.

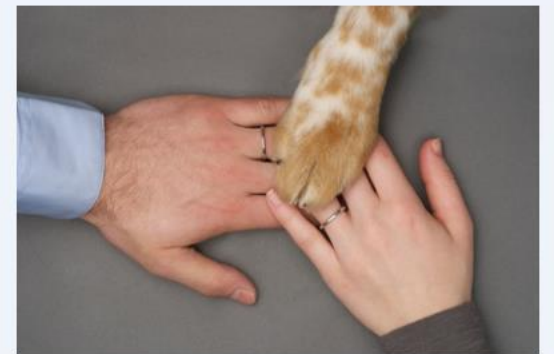
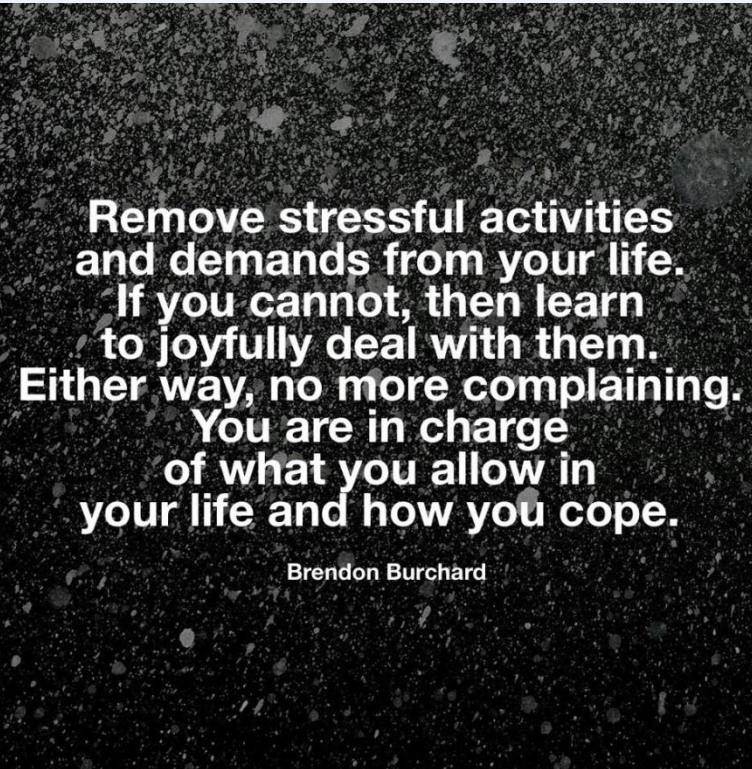


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Actively applying these solution tools will allow you to



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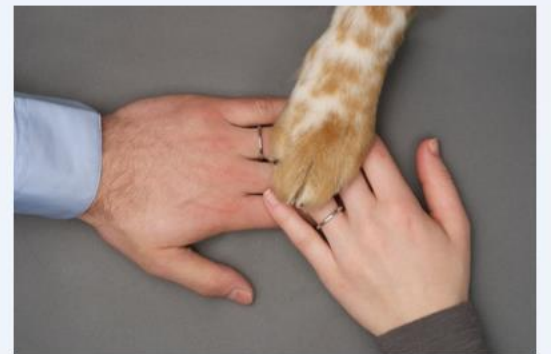
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Believe it or not-

If silence is golden
Active listening is platinum



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If you do not listen first:

You will uncover important issues/emotions.

No one can fight alone.

It allows for heat to diminish.

It provides no verbal fuel.

Your hearing is enhanced.



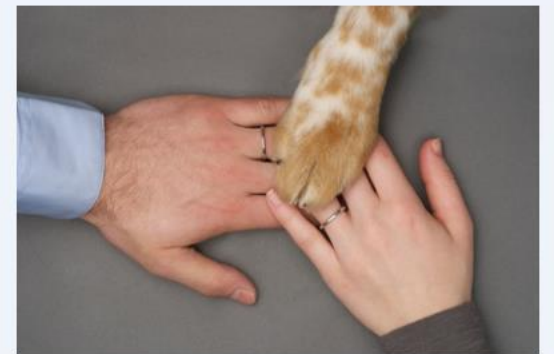
(Caveat-Most difficult thing to maintain)

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Questions



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Who am I?

Reformed litigator.

PTA mom.

Mediator/Collaborative Professional who helps people resolve conflicts over animals.

Best Selling Author – NIBNIB and Articles.

<https://www.amazon.com/Nipped-Bud-Not-Butt-Mediation/dp/151502024X>

International speaker

Transformational Discussion Coach

Purposeful Conscious Contract Drafter

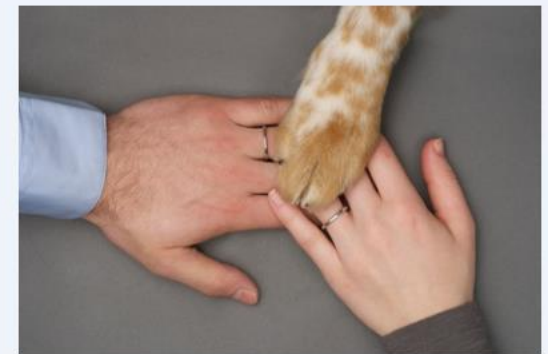
MAAP Pet Plan creator

Disability and Service animal conflict mediator and conference creator

Accommodate the Accommodator

Conflict Resolution provider to Veterinarians, Divorcing couples, Pet service providers and Breeder/owner disputes worldwide with Kennel Clubs.

Advisor to news agencies including:
NYT, WSJ, Huffington, Bloomberg, CBS, NBC.



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Join the discussion
Debra Vey Voda-Hamilton
Hamilton Law & Mediation, PLLC
"Fostering New Ways to Address Conflicts
Between People Involving Animals"
Tel. 914-273-1085

email: [dhamilton@hamiltonlawandmediation](mailto:dhamilton@hamiltonlawandmediation.com) | www.hamiltonlawandmediation.com

Author: Nipped in the Bud Not in the Butt-<https://www.amazon.com/Nipped-bud-not-butt-mediation/dp/151502024X>

Pod-cast: <http://whydopetsmatter.com>|

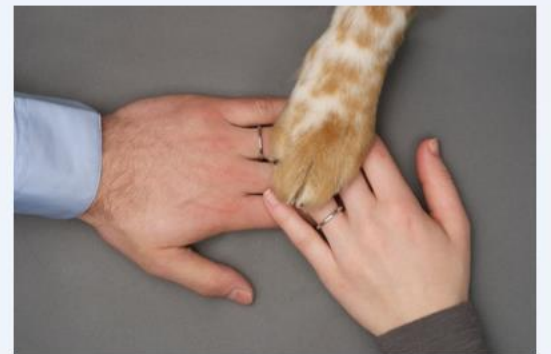
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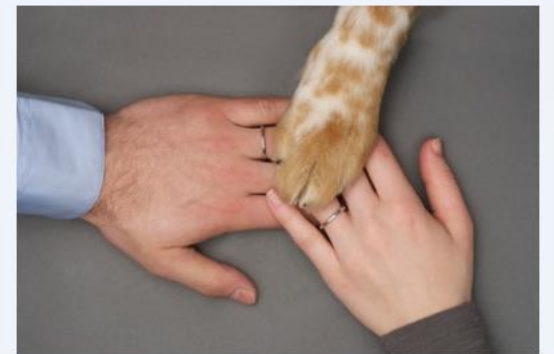
Being Relational The Seven Ways to Quality Interaction and Lasting Change- Louise Phipps Senft/William Senft. <https://www.amazon.com/Being-Relational-Quality-Interaction-Lasting/dp/0757318800>

The Little Book of Dialogue for Difficult Subjects-Lisa Schirch & David Camp - <https://app.belive.tv/120993/quest>
<https://www.amazon.com/Little-Dialogue-Difficult-Subjects-Hands/dp/1561485519>

Discovering Agreement Contracts that turn conflict into creativity. Linda G. Alvarez
<https://www.amazon.com/Discovering-Agreement-Contracts-Conflict-Creativity/dp/1634254104>

Why won't you apologize? Harriett Lerner, Ph.D. –
<https://www.amazon.com/Why-Wont-You-Apologize-audiobook/dp/B01MU5HZAW>

Difficult Conversations How to Discuss what matters most-Douglas Stone, Bruce Patton, Sheila. Heen - <https://www.amazon.com/Difficult-Conversations-Discuss-What-Matters/dp/0143118447>



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